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**ILLINOIS COMMERCE COMMISSION**  
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No. \_\_\_\_\_

ILLINOIS  
COMMERCE COMMISSION  
**ORIGINAL**  
Docket  
Jun 19 11 15 AM '01  
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Please provide the appropriate information in the ( ) areas in the heading below. **QUICK CLERK'S OFFICE**

**INTEGRATED COMMUNICATIONS CONSULTANTS, INC.:**

Application for a certificate of :  
Authority to operate as a reseller and facilities :  
based carrier of local exchange telecommunications :  
services throughout the State of Illinois :

01-6457

**APPLICATION FOR CERTIFICATE TO BECOME A  
TELECOMMUNICATIONS CARRIER**  
(Use additional sheets as necessary.)

**GENERAL**

1. Applicant's Name(including d/b/a, if any)

FEIN # 95-477-6252

Integrated Communications Consultants, Inc.

Address: Street 333 Washington Boulevard, Suite 15

City Marina del Rey State/Zip CA 90292-5136

2. Authority Requested: (Mark all that apply) ☒ 13-403 ☒ 13-404 ☒ 13-405

3. Request for waivers/variances: In applications for exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting.

☒ Part 710 ☒ Part 735 ☒ Section 735.180 ☐ Other

4. In what area of the state does the Applicant propose to provide service?

Applicant will provide service throughout all areas in Illinois.

5. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address, if any.

See Attachment 1.

6. Please check type of organization?

☐ Individual ☒ Corporation  
☐ Partnership Date corporation was formed January 2, 2000  
In what state? Delaware  
☐ Other (Specify)

7. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

See Attachment 2.

8. List jurisdictions in which Applicant is offering service(s).

Applicant is not currently operating as a carrier in any state. Applicant has filed similar local exchange and long distance applications in California, Texas, Massachusetts, New York, and Utah.

9. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

10. Have there been any complaints against the Applicant in any other jurisdiction?

☐ YES ☒ NO

There have been no complaints brought by any state regulatory agency against Applicant. All customer service complaints are handled by Applicant's customer service department.

11. Will the Applicant keep its books and records in Illinois? ☐ YES ☒ NO

Applicant requests permission to maintain its books and records outside Illinois pursuant to 83 Ill. Adm. Code Part 250 at its headquarters in Marina del Rey, California.

## MANAGERIAL

12. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

See Attachment 3, Technical Qualifications

13. List officers of Applicant.

See Attachment 3.

14. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? \_\_\_\_ YES  
\_\_X\_\_ NO

15. How will Applicant bill for its service(s)?

Applicant will bill for its services directly utilizing its own billing system.

16. How does Applicant propose to handle service, billing, and repair complaints?

Customer complaints are received by a full service customer service department. Customer may call from 9:00 a.m. to 6:00 p.m., Pacific standard time, Monday through Friday, and 9:00 a.m. to 3:00 p.m., Saturday, for immediate response or submit a written complaint to:

Integrated Communications Consultants, Inc.  
Customer Service Department  
333 Washington Boulevard, Suite 15  
Marina del Rey, CA 90292-5136

In the event of a billing dispute between the Customer and the Applicant, the Customer shall notify Applicant of its disagreement with the bill. The Customer may request, and Applicant will provide, a detailed review of the disputed amount. The undisputed amount and any subsequent billing must be paid on a timely basis. If after investigation by an ICC manager there is still a dispute, the Customer will be notified that an appeal to the Illinois Commerce Commission may be made. As for service and repair complaints, if the problem is one that ICC's Customer Service can solve, ICC will work to solve the problem as expeditiously as possible. If the underlying carrier is the only party that can solve the problem, ICC will work with the Customer and the underlying carrier to

resolution.

17. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ X YES ☐ NO

18. What telephone number(s) would a customer use to contact your company?

Customers may use ICC's toll-free number, 888-832-9422

19. What are your procedures to prevent unauthorized "slamming" of customers?

Applicant currently maintains a strict policy against slamming. When signing customers, Applicant will act in conformity with all federal and state regulations regarding changes in local and interexchange service providers. Applicant will utilize written letters of authorization to verify all requests for service. Applicant will not submit change orders to the underlying local exchange carriers until the orders have been confirmed.

20. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 735, 755, 756, 757, 770, and 772?

☒ X YES ☐ NO (If no, please provide an explanation.)

21. Will the applicant sign and return membership forms to the Universal Telephone Assistance Corporation and the Illinois Telecommunications Access Corporation?

☒ X YES ☐ NO

## FINANCIAL

22. Please attach evidence of applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

See Attachment 4, Financial Qualifications.

## TECHNICAL

23. Does Applicant utilize its own equipment and/or facilities? ☒ X YES ☐ NO  
If YES, please list:

Applicant will collocate its equipment including routers and hubbing facilities in central offices owned and controlled by Illinois' incumbent local exchange carriers ("ILECs") including SBC and Verizon. Applicant will also purchase unbundled network elements and voice and data lines from Illinois ILECs in order to provide its services.

If NO, which facility providers' services does Applicant use?

24. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, local service).

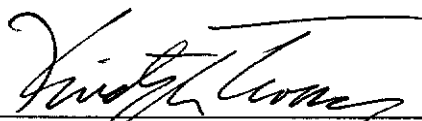
ICC will provide local exchange, long distance, and Internet access services to its customers. In addition for its business customers, ICC will provide a full range of world class services including: high speed, dedicated Internet access, web hosting, integrated access solutions, and virtual private networks.

25. Will technical personnel be available at all times to assist customers with service problems? ☒ X ☐ YES ☐ NO

26. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? ☐ YES ☐ NO  
☒ X ☐ N/A

Not Applicable, Applicant will not provide payphone services.

This application is submitted by:



Kristopher E. Twomey  
Counsel for Integrated Communications Consultants, Inc.

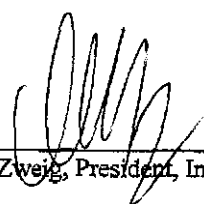
VERIFICATION

This application shall be verified under oath.

OATH

State of California )  
County of Los Angeles)

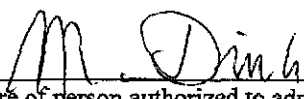
Ivan Zweig makes oath and says that he is President of Integrated Communications Consultants, Inc., that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

 6/15/01  
Ivan Zweig, President, Integrated Communications Consultants, Inc.

Subscribed and sworn to before me, a Notary Public

MYDUNG T. DINH (Notary Public, TX)  
(Title of person authorized to administer oaths)

in the State and County above named, this 15<sup>th</sup> day of June 2001.

  
(Signature of person authorized to administer oath)

STAMP/NOTARY SEAL

